

PATIENT RIGHTS

QUALITY CARE You have the right to quality care and treatment that are available and medically indicated, regardless of race, gender, national origin or religion.

RESPECT AND DIGNITY You have the right to considerate and respectful care, with recognition of your family's religious and cultural preferences.

PRIVACY AND CONFIDENTIALITY You have the right to privacy and confidentiality concerning medical care. This includes expecting any discussion or consultation about your care to be conducted discreetly and privately. You have the right to expect that your medical record be read only by people involved in your treatment or the monitoring of its quality and by other individuals only when authorized by you or your legally authorized representative.

IDENTITY You have the right to know the name and professional status of the individuals who provide your care and which practitioner is primarily responsible for your care.

INFORMATION You have the right to understand tests, medications, procedures and treatments, their risks, their benefits, their costs and their alternatives *prior* to consenting to the test, medication, procedure or treatment. You have the right to complete and timely information regarding your illness and known prognosis (expected outcome and unanticipated outcomes). You have the right to see and obtain a copy of your medical record.

REFUSAL OF TREATMENT You may refuse medical treatment within the extent permitted by law, and you have the right to be informed of the consequences of refusing that treatment.

ADVANCE DIRECTIVES You have the right to designate a representative to make health care decisions if you become unable to do so. You have the right to formulate an advance directive (living will and/or medical durable power of attorney), and to take part in ethical discussions pertinent to your care.

RESEARCH You have the right to be advised of research associated with your care. You have the right to refuse to participate in any research projects.

SAFE ENVIRONMENT You have the right to care and treatment in a safe environment and the right to protective services in cases of abuse.

CLINIC RULES AND REGULATIONS You have the right to be informed of the facility's rules and regulations that relate to your conduct as a patient and how patient complaints are initiated, reviewed, and resolved.

PAIN MANAGEMENT You have the right to the appropriate assessment and effective management of pain. You have the right to information about pain and pain relief measures.

JCAHO

You have the right to address a concern regarding the care received. We encourage you to report it to your PCM, or you may contact the Patient Representative at 301-677-8800. If your concerns are not addressed to your satisfaction you may also report a complaint to the Joint Commission on Accreditation of Healthcare Organizations:

E-mail: complaint@jcaho.org

Phone: 800-994-6610

Mail: Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook terrace, IL, 60181